



Public Health Emergency Outreach

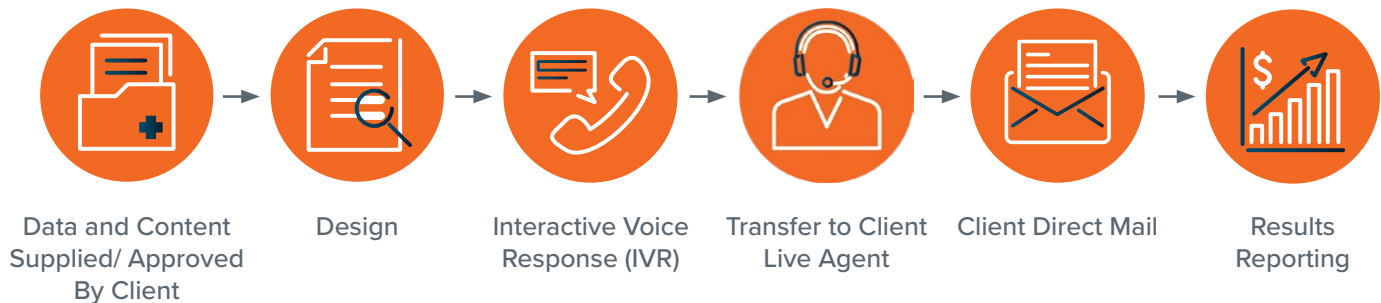
Rapid consumer outreach and communications programs

Business Problem

Whether you are facing a natural disaster, a public health emergency, a prescription recall, environmental issue or basically any need for rapid messaging to fit into your existing process—or replace the one you have—Eliza’s expertise and outreach resources can be essential to your members, employees, beneficiaries and patients.

Solution Overview

HMS’ Eliza solution engages consumers daily to motivate them to take action on their health, such as appointment scheduling and medication reminders, prescription recalls, clinical education and more. This work is an essential part of the healthcare ecosystem, resulting in reduced costs, improved outcomes, prevention of unnecessary ER visits/ inpatient admissions and an enhanced overall consumer experience.



The need for this outreach becomes even greater during times of crisis. Based on our proven outreach capabilities, HMS’ Eliza has packages of three and five outreach programs that you can have ready to go if and when you need it. You provide the audience, the message you need conveyed and we’ll do the rest within five business days. You can have the comfort of knowing you have an IVR outreach program at your fingertips anytime throughout the year. We can also add Spanish cultural adaptation, live agent assistance, direct mail capabilities, email and SMS when possible and appropriate.

Visit hms.com/eliza to learn about HMS’ Eliza Rapid Outreach Programs for Crisis Management and other multi-channel outreach capabilities.